



RI Department of Labor and Training



2011 Annual Report

ON THE COVER

At the Warwick *netWORKri* One-Stop Career Center, Principal Employment and Training Interviewer Kathy Aguiar explains the importance of online networking in her workshop, LinkedIn I, one of a three-part series on social media's new role in job seeking.

Photos © 2011 Joe Giblin Photography, except where noted.

Contents

Introduction	1
Income Support	2-11
Unemployment Insurance	2
FEATURE: EPC Instructional Video	3
FEATURE: UI Trust Fund Reforms	5
WorkShare	5
REA Program	6
Federal Claims	6
FEATURE: UI Fraud Workshop	7
Integrity Programs	8
Temporary Disability Insurance	9
Police Officers' Relief Fund and Firefighters' Relief Fund	10
Workforce Development	12-21
netWORKri One-Stop Career Centers	12
Job Search Technology	13
FEATURE: Changes at netWORKri	14
State Workforce Investment Activities	14
FEATURE: On-the-Job Training	15
FEATURE: Career and Tech Afterschool Program	15
Trade Adjustment Assistance	16
Veterans Service Unit	17
RI Works	17
Senior Community Service Employment Program	17
Youth Initiatives	18
Business Workforce Unit	18
FEATURE: Job Matching Workshops	19
FEATURE: EmployRI Marketing Campaign	19
Rapid Response	20
FEATURE: A.J. Wright and Rapid Response	20
Work Opportunity Tax Credit	21
Foreign Labor Certification and Migrant Seasonal Farm Workers	21
Labor Market Information	22-23
Workers' Compensation	24-27
FEATURE: Workers' Compensation Computer System	24
Education Unit	25
Fraud and Compliance Unit	26
John E. Donley Rehabilitation Center	27



Workforce Regulation and Safety	28-31
Labor Standards	28
Professional Regulation	28
State Apprenticeship Council	29
Occupational Safety	29
FEATURE: New Boiler Inspection Regulations and Reduced Fees	30
Legal Services	32
Budgetary Expenditures	33
Map of Offices	34
Departmental Directory	35

Introduction

The Rhode Island Department of Labor and Training is the workforce agency for Rhode Island. Its staff members serve more than 250,000 customers in a wide variety of settings.

Through its netWORKri job centers, the department connects Rhode Islanders to appropriate job openings and refers them to a variety of subsidized training options to improve their employability. It provides an important safety net to those who, unemployed through no fault of their own, are actively seeking work, and to those who, due to a non-work-related disability, are temporarily unable to work. It ensures proper insurance coverage for those who are unable to work due to a work-related illness or injury, and offers rehabilitative services to many workers' compensation claimants so that they may return to the workplace. It regulates and licenses the building trade professions, enforces prevailing wage laws, investigates wage and hour violations, handles inspections of elevators and boilers and oversees occupational safety laws. It also publishes exhaustive data and studies on labor market issues in Rhode Island which are used by state leaders to make policy.

In 2011, the RI Department of Labor and Training has focused its efforts on improving customer service, creating new efficiencies and reducing business red tape. Among the customer service initiatives were new netWORKri job-seeker programming, including a three-part workshops series in social media networking and a Jobs Café weekly networking event

with job seekers and industry experts. In other areas of the department, technology helped improve customer service. New Income Support kiosks were installed in all one-stop centers, so that job seekers could receive fast answers to the most frequently asked Unemployment Insurance and Temporary Disability Insurance questions. And, a new Workers' Compensation computer system now enables the public to search for coverage from any computer with an internet connection.

To improve efficiency, the department implemented scan card technology in all its one-stop centers, so customer usage of its varied products and programs can be tracked automatically. Meanwhile, in the Workers' Compensation Division, the new computer system has been able to streamline isolated databases into one comprehensive system that now automatically handles coverage queries without staff intervention; this change has reduced the number of investigations by half. Lastly, by seeking and receiving a federal WIA waiver for the credentialing component of On-the-Job Training grants, the department has been able to better customize training plans to the needs of employers and, as a result, a record number of 181 On-the-Job Training contracts were signed through the local workforce investment boards.

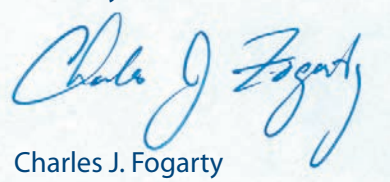
As for removing red tape, new regulations for low-pressure vessels have removed the inspection requirements for hot water heaters in more than 3,000 Rhode Island businesses. Businesses whose low-

pressure vessels remain subject to inspection now pay inspections fees that have been reduced by 50 percent, due to new regulations and policies that the department put in place in 2011.

As part of a \$1.1 million federal grant awarded to the Income Support Division in 2011, the department will soon be able to improve the communication lines between employers and the Unemployment Insurance program by electronically transmitting employee separation information in real time. Once implemented, the SIDES program (Separation and Information Data Exchange System) will help Rhode Island employers reduce the number of inaccurate unemployment insurance charges made against their accounts, and, in many cases, reduce their unemployment insurance experience rating.

These advances in technology, customer service and business-friendly policies are critical to the department during the current economic times, when the state's unemployment remains in double-digits and every dollar counts.

Sincerely,



Charles J. Fogarty
Director

Income Support

The Division of Income Support insures RI workers against temporary loss of income due to unemployment or an inability to

work due to a non-work-related illness or injury. Income Support programs include Unemployment Insurance (UI), Temporary Disabil-

ity Insurance (TDI) and the Police Officers' and the Firefighters' Relief Funds.

Unemployment Insurance

Unemployment Insurance provides temporary income support to workers who have lost their jobs through no fault of their own and who have sufficient wages in the base period to meet the monetary requirements. In order to receive benefit payments, individuals must certify each week that they have been able, available and actively seeking work, and have conducted at least three approved work search-related activities each week. UI claims are filed over the internet or over the telephone through the call center.

In 2011, approximately 32,000 Rhode Island employers paid state

and federal unemployment insurance taxes.

Regular unemployment insurance offers job seekers up to 26 weeks of benefits, depending on work and wage history; these benefits are financed by the state's Employment Security Trust Fund. Once regular unemployment insurance benefits have been exhausted, eligible claimants may collect up to 53 additional weeks of benefits through the federally financed program known as the **Federal Emergency Unemployment Compensation (EUC)** program. Under the EUC program, Rhode Island currently qualifies for the maximum

weeks of benefits, due to its high unemployment rate. If a job seeker exhausts all available EUC benefits, he or she may be eligible for up to 20 weeks of **State Extended Benefits (EB)**, which are currently 100-percent federally funded. Rhode Island triggered on State Extended Benefits in July 2008, when the 13-week moving average of the state's unemployment rate reached 6.0 percent, and increased its benefit weeks to 20 when that same moving average reached 8.5 percent. It is important to note that claimants can only collect benefits against one unemployment insurance program at a time.

UI Claims Filed in 2011

	Total	Change from 2010
Claims that generated payment of benefits	48,159	+ 2%
Claims that were issued a waiting period credit only	2,415	+ 25%
Claims that were denied due to monetary ineligibility	5,059	+ 35%

Call Center Activity 2011

	Total	Change from 2010
Total Calls Received	2,155,464	- 14%
TeleServe via Telephone	1,508,312	- 15%
TeleServe via Internet	523,676	+ 20%
Call Center	554,869	- 12%
Payment History	33,839	- 20%
Adjudication Status	33,985	- 29%
Requests for 1099 Tax Forms	2,385	- 5%
General Information	47,194	+ 1%
Hold File Certification*	66,317	n/a
Waiting Period Certification*	26,704	n/a

* Record keeping began 10/3/10

EPC Instructional Video

As part of a public awareness campaign, the RI Department of Labor and Training created and promoted an instructional video that advises Unemployment Insurance and Temporary Disability Insurance benefit recipients how to avoid unnecessary fees when using an electronic payment card. The 10-minute video, funded with a U.S. Department of Labor grant, is available in English, Spanish and Portuguese through the department's web site.

Approximately 35 percent of Income Support claimants choose to receive weekly benefits through an electronic payment card rather than through direct deposit into a bank account. The

video included the following tips to avoid fees:

- using only participating ATMs for cash withdrawals;
- limiting ATM cash withdrawals to one free withdrawal each weekly pay period
- using the electronic payment card for free signature-based transactions rather than for fee-based debit card transactions
- utilizing free web-based or automated telephone services to check account balances rather than using fee-based ATM services.



In addition to placing the video on its web site, the department sent an informational mailing promoting the video to all electronic payment card users; it also placed companion print advertising in English, Spanish and Portuguese community newspapers.

Unemployment Insurance Activity 2011		
	Total	Change from 2010
Regular Benefits		
Initial Claims (New and Additional)	94,173	- 6%
First Payments	45,019	- 8%
Number of Payments	770,647	- 11%
Net Payments	\$279,583,430	- 11%
Average Weekly Benefit	\$363	- 1%
Average Duration (weeks)	17.1	- 3%
Trust Fund		
Total Income	\$718,211,538	- 7%
Total Disbursements	\$589,898,466	- 20%
Year-End Fund Balance	- \$228,251,123	+ 17.5 %

Extended Benefits Activity 2011		
	Total	Change from 2010
EB Initial Claims	5,870	- 67%
EB First Payments	5,128	- 66%
Number of Payments	105,343	- 49%
Net Payments	\$38,569,368	- 52%
Average Weekly Benefit	\$366	+ 1%

Emergency Unemployment Compensation (EUC) Activity 2011		
	Total	Change from 2010
EUC '10 Initial Claims	34,104	- 5%
EUC '10 First Payments		
First Payment - Tier I	18,064	+ 4%
First Payment - Tier II	13,800	0%
First Payment - Tier III	11,343	0%
First Payment - Tier IV	10,257	0%
Number of Payments	705,909	0%
Net Benefits	\$259,753,645	0%
Average Weekly Payment	\$368	+ 1%

Unemployment Insurance Trust Fund Reforms

A recent report by the National Employment Law Project singled out Rhode Island as one of only two states with effective benefits and tax structure strategies designed to restore their unemployment insurance trust funds to health over the long-term.

The NELP report, entitled “Unraveling the Unemployment Insurance Lifeline,” explored state Unemployment Insurance (UI) legislation, and asserted: “Only Colorado and Rhode Island this year implemented effective financing reform, by raising and indexing their taxable wage bases, and by requiring that contributions to their trust funds

be based on the amount businesses draw in benefits.”

During the spring legislative session, Governor Chafee proposed a package of reforms to the employer-funded Unemployment Insurance system that balanced additional employer contributions with benefit reductions and new eligibility restrictions. This package, which was voted upon and approved by the General Assembly, is expected to restore the RI trust fund to solvency by 2015 and build the trust fund balance to more than \$500 million by 2020. Without these reforms, solvency would not be attained until 2016, and the trust fund balance in 2020

would reach only \$45 million – far below the recommended level needed to maintain fund stability. Also, without these legislative changes, RI employers would have had to bear the entire cost of returning the trust fund to solvency.

In March 2009, the employer-funded trust fund which pays benefits to RI Unemployment Insurance claimants became insolvent, and the state began borrowing from the federal government in order to continue to pay benefits.

Workshare

For more than 20 years, the WorkShare program has continued to serve as a viable layoff alternative for RI employers experiencing a temporary, non-seasonal slowdown in business. All workers in a department or unit work a reduced work week and collect a percentage of unemployment insurance. This allows workers to keep their jobs, benefits and economic security, while it enables employers to retain skilled workers and avoid disruption in operations. The total UI benefits are limited to the

WorkShare Activity 2011		
	Total	Change from 2010
Initial Claims	3,612	- 70.1%
Payments	62,858	- 41.2%
Layoffs Averted	963	- 67.2%
RI Companies Served	235	- 51%

amount an employee could have received under regular UI.

In 2011, the RI WorkShare program received much positive press coverage, including a feature on PBS National News and an article

in *The Wall Street Journal*. Entitled, “Cutting Hours Instead of Jobs,” the WSJ article profiled the successful implementation of the WorkShare program at Providence-based manufacturer, Pilgrim Screw.

REA Program

The Reemployment and Eligibility Assessment program (REA) aims to reduce the time an individual receives unemployment insurance benefits by facilitating that individual's return to the workplace. Additionally, this program ensures that participants meet the eligibility requirements for benefits and serves to prevent and detect improper benefit payment.

REA participants are chosen through a profiling process that considers work history, occupation and industry. Those whose scores indicate a probability of successful job matching and placement with only modest interventions are enrolled, and must attend a mandated REA orientation at the nearest netWORKri one-stop career center. Thirty days after the orien-

tation, they are required to have a follow-up consultation with an REA counselor, during which time their work search records are reviewed and further service referrals may be made.

Federal Claims

Federal law requires that states provide Unemployment Insurance (UI) coverage to Unemployed Civilian Federal Employees (UCFE)

and former federal military personnel (UCX). These individuals must meet the same entitlement and eli-

gibility provisions as individuals filing claims based on state-covered employment/wages.

Federal Claims Activity 2011		
	Total	Change from 2010
Federal Employee UI Benefits (UCFE)		
Initial Claims	256	- 2%
Net Payments	\$1,282,932	- 1%
Federal Military Personnel UI Benefits (UCC)		
Initial Claims	432	+ 41%
Net Payments	\$4,176,082	+ 67%

Unemployment Insurance Fraud Workshop

During the fall of 2011, the RI Department of Labor and Training held a free workshop, "Preventing Unemployment Insurance Fraud," as part of a series of employer workshops designed to educate about fraud and abuse. Held at a local cinema to accommodate high employer demand, the workshop examined the problems of working while collecting, reviewed recent efforts to improve fraud detection, and highlighted the importance of employer assistance in combating fraud.

The Unemployment Insurance workshop is one of several steps the department took throughout the year to prevent unemployment insurance fraud. In 2011, the department sought and received a \$1.1 million federal grant to improve fraud prevention through community outreach; other activities

funded by the grant include programs for expediting the wage verification process and for using federal tax offsets to recoup benefit overpayments.

Additionally, the department created an internal cross-divisional work group to identify fraud prevention strategies in unemployment insurance. It also added a staff member to its existing Income Support Fraud Unit, and it collaborated with the State Police on numerous highly-publicized arrests relating to Unemployment Insurance Fraud.



photo courtesy of Maria Ferreira, DLT

Integrity Programs

The Division of Income Support has a variety of initiatives to ensure integrity. These include:

Central Adjudication: The Central Adjudication Unit (CAU) is responsible for determining all disputed Unemployment Insurance claims under the Employment Security Program, the Federal Emergency Unemployment Compensation Program (EUC), the State Extended Benefits (EB) Program and the Trade Adjustment Assistance Program. The CAU hearings are conducted over the telephone.

According to federal guidelines, CAU decisions are subject to quarterly external review for accuracy, timeliness and adherence to RI General Law.

Benefit Accuracy Measurement: The Benefit Accuracy Measurement (BAM) Program is a diagnostic tool used to audit the accuracy of Unemployment Insurance (UI) claims. In 2011, the department continued to crossmatch the UI benefits payments against quarterly wage records and the National Directory of New Hires database to improve

accuracy and to stop any potential overpayments that may be paid in the future.

UI/TDI Fraud Unit: To preserve the integrity of the Unemployment Insurance (UI) and Temporary Disability Insurance (TDI) programs, the UI/TDI Fraud Unit investigates suspicious activity.

Overpayment recovery: The RI Department of Labor and Training recovers overpayments resulting from fraud by intercepting Rhode Island income tax refunds and lottery winnings

CAU Activity 2011		
	Total	Change from 2010
Total Decisions	27,127	- 2%
Separation Issues	16,664	- 3%
Non-Separation Issues	10,463	+ 4%
47% of separation issues resulted in the denial of benefits 77.5% of non-separation issues resulted in the denial of benefits.		

Benefit Accuracy Measurement Activity 2011		
	2011	2010
Benefits Paid	\$284,030,910	\$303,072,130
Scientific Sample Size	480	480
Dollars Paid Properly	91.6%	96.0%
Dollars Overpaid	8.4%	4.0%
Dollars Underpaid*	0.3%	0.5%
Overpayment Causes		
Work Search	5.5%	7.1%
Earnings	51.8%	44.5%
Separation Issues	10.1%	19.6%
Base Period Wages	2.1%	2.0%
Eligibility Issues	30.1%	22.4%
Other Causes	0.4%	4.4%
Responsibility for Overpayment		
Claimant Only	66.4%	61.1%
DLT Only	8.9%	21.0%
Employer Only	2.1%	0.8%
Claimant and Employer	5.6%	10.9%
Claimant and DLT	12.5%	6.2%
Claimant, Employer and DLT	4.5%	0%
*By Federal Department of Labor policy, underpayments are exclusive from dollars paid.		

Fraud Unit Activity 2011		
	Total	Change from 2010
Cases Investigated	358	+ 72%
Overpayments Detected	\$1,655,170	+ 119%
Cases Referred to State Police	102	+ 137%

UI and TDI Overpayment Recovery 2011		
	Total	Change from 2010
UI Recovery from Income Tax	\$1,033,864	+ 35%
UI Recovery from Lottery Winnings	\$25,504	+ 32%
TDI Recovery from Income Tax	\$87,089	+ 88%

Temporary Disability Insurance

The Rhode Island Temporary Disability Insurance (TDI) program is funded exclusively by workers and protects workers against wage loss resulting from non-work-related illnesses or injuries. Most individuals who work in Rhode Island, regardless of place of residence, are covered by TDI. (Exceptions include federal, state and some municipal employees as well as partners and

non-incorporated self employed workers.) To be eligible, an individual must meet certain earnings requirements and be medically certified by a certified health care provider as unable to work. In 2011, approximately 393,000 Rhode Island eligible workers paid TDI taxes and were protected by this important insurance program.

In 2011, the TDI program updated its internet application process to be more user-friendly. To shorten response time, it also piloted the simultaneous submission of medical certification forms and TDI claimant applications.

Temporary Disability Insurance Activity 2011

	Total	Change from 2010
Regular Benefits		
Total Claims	40,828	- 1.5%
Total Eligible Claims	35,836	- 3%
Total Ineligible Claims	4,374	+ 5.5%
Number of Payments	354,654	- 4%
Net Payments	\$154,733,420	- 2%
Average Weekly Benefit	\$436	+ 2%
Average Duration (in weeks)	11.2	- 4%
Trust Fund		
Total Workers Paying TDI Taxes	393,000	0%
Total Income	\$168,195,904	+ 5%
Total Disbursements	\$161,618,130	- 2%
Year-End Fund Balance	\$111,952,507	+ 6%

Police Officers' Relief Fund and Firefighters' Relief Fund

If an active or retired police officer, state police officer or correctional officer is killed or dies of a heart-related condition such as hypertension, the Police Officers' Relief Fund offers an annuity of \$3,600 per year to the surviving spouse for life or until remarriage. In addition, \$1,200 per year is provided for each dependent until the age of 18.

If a police officer, correctional officer or member of the state police is killed, dies from a heart condition or becomes totally and permanently disabled, the Police Officers' Relief Fund offers tuition payment for his or her dependents at any RI college or university for four consecutive years to earn a baccalaureate or lesser degree.

If a police officer becomes totally and permanently disabled, the Police Officers' Relief Fund provides that officer with tuition payments at any RI college or university for four consecutive years. If the officer is killed in the line of duty, the surviving spouse is allowed four consecutive years of tuition payments. Students are required to submit an official transcript of grades and refund tuition for failed classes.

If an active or retired volunteer or auxiliary firefighter dies from a heart condition, hypertension, cancer, respiratory ailment, or if he or she is killed in the line of duty, the Firefighters' Relief Fund offers an annuity of \$3,600 per year to the surviving spouse for life or until remarriage and \$1,200 per year

for each dependent until the age of 18.

If an active or retired firefighter, crash rescue person, or an auxiliary or volunteer firefighter is killed; dies from hypertension, heart condition, cancer or a respiratory ailment; or becomes disabled, the Firefighters' Relief Fund offers tuition payments to dependents or to the disabled firefighter for four consecutive years in order to earn a baccalaureate or lesser degree. Students are required to submit an official transcript of grades and to refund tuition for any failed classes.

Police Officers' Relief Fund and Firefighters' Relief Fund Activity 2011		
	Total	Change from 2010
Police Officers' Annuity Benefits		
Recipients	250	- 3%
Expenditures	\$914,600	- 2%
Average per Person	\$3,658	- 1%
Police Officers' Tuition Benefits		
Dependents	29	+ 7%
Police Officers	1	0%
Expenditures	\$203,770	+ 48%
Firefighters' Annuity Benefits		
Recipients	655	+ 4%
Expenditures	\$2,367,951	+ 3%
Average per Person	\$3,615	+ 1%
Firefighters' Tuition Benefits		
Dependents	57	+ 2%
Firefighters	2	+ 50%
Expenditures	\$390,421	+ 19%

Workforce Development

The Workforce Development Services Division dedicates itself to the advancement of all who comprise the workforce: those who perform the work and those who hire them. The division oversees activities that guide job seekers to suitable employment and introduce employers to qualified workers. In 2010, these activities included:

- Employment Services, including State Workforce Investment activities;
- netWORKri One-Stop Career Centers;
- Trade Adjustment Assistance Programs;

- RI Works;
- Veterans Services;
- Foreign Labor Certification and Migrant Seasonal Farm Workers Program;
- Senior Community Service Employment Program;
- RI Works program for TANF recipients;
- Business Services;
- Rapid Response Services for Dislocated Workers;
- Federal Work Opportunity Tax Credit (WOTC) Program; and
- Youth Workforce Services.

In addition, a web-based Virtual One-Stop called EmployRI provides individuals, employers and Labor

Market Information professionals with the tools they need to accomplish their job search goals.

More information on Workforce Development may be found by visiting www.dlt.ri.gov/wfds or by calling (401) 462-8800.

Labor Exchange Activity 2011		
	Total	Change from 2010
Job Seekers		
Customers Served	42,589	- 13%
UI Eligible Claimants	19,666	+ 15%
Staff-Assisted Services	38,191	- 4%
Job Search Activities	27,351	0 %
Employers		
Employers Served	2,418	+ 22%
Job Orders	3,617	+ 25%
Job Fairs and Recruitments	46	- 43%
WOTC Certifications	1,438	+ 8.5%

netWORKri One-Stop Career Center System

The RI Department of Labor and Training operates the netWORKri One-Stop Career Center System for Rhode Island. This free public employment service includes:

- staff-assisted or self-directed employment searches;

- employment counseling and testing;
- access to information and referrals to training programs funded through federal workforce dollars including the Workforce Investment Act and Trade Adjustment Assistance;

- local and national job listings;
- a resource area, including library, telephones, copiers, fax machines and computer workstations; and
- assistive technology for people with disabilities

continued

2011 Annual Report

- workshops, including résumé preparation, interviewing skills, job search techniques, computer basics, networking and online short-term course offerings.

In 2011, full-time netWORKri centers continued to operate in Pawtucket, Providence, West Warwick and Woonsocket, while a part-time center operated in Wakefield.

Partner agencies in the netWORKri system include:

- Department of Education;
- Department of Human Services;
- Goodwill Industries of Rhode Island;
- Office of Rehabilitation Services;
- Workforce Partnership of Greater Rhode Island; and
- Workforce Solutions of Providence/Cranston.

Over 70 organizations, including community-based and rehabilitation programs, meet regularly at their local netWORKri Center, collectively forming the Employer Service Network, a group dedicated to local job development.

Job Search Technology

EmployRI is an internet-based system that contains information about job seekers, employers, job orders and training providers. It has greatly improved netWORKri's ability to assist with job matching for self-service job seekers and employers, and is also a helpful tool for staff-assisted matching. EmployRI spiders multiple online job boards to create a virtual one-stop job search resource. It allows job seekers to target their search by preferred employer, location, source, date and/or required skills, and offers additional features such

as automated résumé and cover letter writing. EmployRI is also an important labor market information tool and replaced the department's previous database, RI Red.

Skills Tutor is a computer-based remedial education and work readiness software that enables customers to increase their level of educational and skill competency in order to prepare for training or work.

Prove It! is a collection of internet-based occupational assessment tests that help netWORKri One-Stop Career Center staff to

gauge a job seeker's proficiency in a particular subject matter; it also offers employers with a powerful screening and referral tool. Tests are available in multiple languages and can be accessed remotely through any computer that has internet access.

Metrix Learning is an internet-based online training system that offers job seekers self-service learning in more than 5,000 computer, business-related, customer service, health and medical courses, and is particularly helpful to job seekers needing only short-term courses to increase their employability skills.

EmployRI Activity 2011

	Total	Change from 2010
Total Job Seekers Registered	57,643	+ 13%
New Job Seekers Registered	29,656	+ 4%
Employers Registered	1,234	0%

Online Training 2011

	Total	Change from 2010
Metrix Learning Licences	3,005	+ 145%
Metrix Courses Completed	7,689	+ 135 %
Prove It! Courses Completed	2,743	+ 225%

Changes at netWORKri

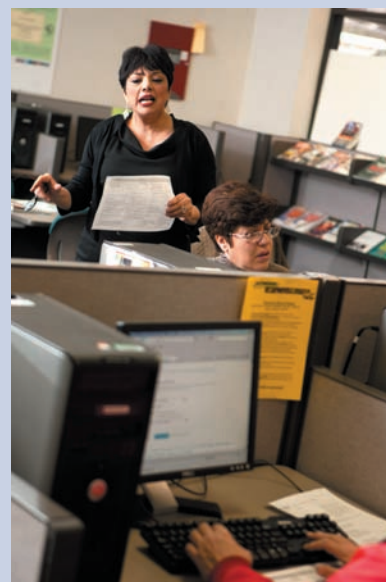
In 2011, netWORKri launched several new job seeker workshops to help its clients reconnect with meaningful employment. These include:

- **LinkedIn I, II and III**—This workshop series begins with networking basics, profile creation and job posting searches, then progresses to strategies for key words, status updates and winning profiles, and finishes with a hands-on computer clinic.
- **Jobs Café**—This weekly roundtable discussion gives job seekers opportunities to talk directly with industry experts about current hiring trends; attendees are asked to submit résumés a week in advance, so that counselors may offer meaningful search strategies.
- **Power Up Your Job Search**—This provides more nuanced job strategies, such as creating targeted résumés,

building a personal brand, conducting informational interviewing and leveraging social media.

Also new this year, the netWORKri one-stops have distributed scan cards for all clients, so that they may improve tracking of all job search services and workshops. The results of the scan cards are automatically recorded in the EmployRI.org database, so that counselors have a complete picture of a customer's service history.

Lastly, through a U.S. Department of Labor grant, all netWORKri one-stop career centers are now equipped with interactive kiosks to record questions from Unemployment Insurance and Temporary Disability Insurance clients. While the netWORKri centers are not designed to handle UI or TDI claims, their clientele often utilize these services, and the kiosks provide convenient portals for the most frequently requested information.



State Workforce Investment Office

In 2010, the State Workforce Investment Office worked with its two local workforce investment boards, Workforce Solutions of Providence/Cranston and the Workforce Partnership of Greater Rhode Island, to help laid-off workers find appropriate employment or job training, to help long-term unemployed Rhode Islanders re-enter the workforce, and to help youth prepare for and connect to the workforce. These activities included, but were not limited to, the support of netWORKri operations, the management of an eligible training provider list for approved short-term training, and the distribution of funds to local workforce

investment boards in order to fund on-the-job training opportunities for RI businesses.

The State Workforce Investment Office is also responsible for assuring accountability through policy issuance, oversight and monitoring. Monitoring of sub-recipients who are awarded federal funds

takes place at least once annually to provide reasonable assurances that the sub-recipients administer federal awards in compliance with laws, regulations and the provisions of contract or grant agreements; and further, that performance goals are achieved.

WIA Adult and Dislocated Worker Services 2011

	Total	Change from 2010
WIA Services Recipients (including Training)*	3,577	- 26%
WIA Services Entered Employment Rate	66.2%	+ 1%
WIA Training Program Participants*	1,375	- 36%
WIA Training Entered Employment Rate	74.2%	+ 13%
* Significant drops in numbers served through WIA correspond to the end of additional ARRA funding as well as a reduction in regular WIA formula funds.		

On-the-Job Training

On-the-job training matching grants can help local businesses subsidize the cost of training new hires and provide financial incentives to accelerate the hiring process. In many cases, they also allow companies to hire locally and train internally, rather than conduct an extended recruitment campaign outside the state in order to get an exact skills match.

Employers that have difficulty filling positions requiring specialized skills are among the ideal applicants for on-the-job training. They may contract with their local workforce investment

boards, Workforce Partnership of Greater Rhode Island and Workforce Solutions of Providence/Cranston, for up to six months of an approved curriculum, during which time they will be reimbursed 50 percent or more of a participant's salary.

In January, the State Workforce Investment Office in Rhode Island received approval to waive a credentialing requirement usually associated with on-the-job training funds. This gave RI companies greater flexibility in curriculum design and helped boost grant participation to new levels. In 2011, Rhode Island placed a record 181 workers in on-the-job train-



ing opportunities through its two local workforce investment boards.

Career and Tech Afterschool Program

In 2011, the State Workforce Investment Office used flexible Workforce Investment Act funding, known as State Set-Aside funds, to run an afterschool career and tech pilot program for 150



youth at risk of dropping out of school. The 10-week career exploration program, held at four area career and technical centers around the state, allowed students to rotate through four different technical programs, including but not limited to:

- Aquaculture
- Automotive technology
- Biotechnology
- Computer design
- Construction
- Cosmetology
- Culinary arts
- Forensic science
- Graphic design
- Health careers

- Hospitality and tourism
- Information technology
- Nutrition instruction
- Personal finance
- Pre-engineering

In conjunction with the technical training, students received work readiness training, writing assistance and mathematics instruction to help prepare them for future employment. And, in keeping with the world of work, students were compensated with a wage for \$7.40 per hour for the eight hours they attended the program each week.

Trade Adjustment Assistance

Trade Adjustment Assistance provides monetary benefits and educational/training assistance to workers who have lost their jobs or whose hours of work and wages have been reduced due to increased imports or a shift in production out of the United States. The most recent iterations of trade adjustment assistance policy include the Trade Adjustment Assistance Act of 2002 (TAA), the Trade and Globalization Adjustment Assistance Act of 2009, and the current 2011 Trade Adjustment Assistance Extension Act.

The Trade and Globalization Adjustment Assistance Act of 2009 expanded services of the Trade Adjustment Assistance Act of 2002. The services included job search assistance; educational, interest and aptitude assessment; waivers to training for individuals who pursue employment utilizing their current skills; educational and occupational training; and on-the-job training. It also created the Reemployment Trade Adjustment Assistance pro-

gram (RTAA), formerly the Alternative Trade Adjustment Assistance program (ATAA), by providing incentives to individuals 50 years of age or older who were seeking alternatives to standard training programs. The eligibility guidelines and maximum allowable benefits were increased to assist a greater number of individuals and also make available training assistance. Additional services included Job Search and Relocation Allowances as well as a Health Coverage Tax Credit program that provided 80-percent reimbursement of monthly health care premiums.

On December 31, 2010, the Trade and Globalization Adjustment Assistance Act of 2009 ended and the Trade Program reverted to the Trade Adjustment Assistance Act of 2002 (TAA). This return to the earlier version of TAA reduced the Health Coverage Tax Credit reimbursement to 65 percent. It also caused the RTAA program to revert to ATAA, changing eligibility guidelines, reinstating stricter deadlines,

and reducing the incentive program benefits for workers over the age of 50.

On October 21, 2011, President Obama signed into law the Trade Adjustment Assistance Extension Act of 2011 which took effect December 21, 2011. The extension act restores many of the regulations of the Trade and Globalization Adjustment Assistance Act, with certain exceptions. It created 60-day benchmarks during training; established the Completion TRA cash benefit to increase completion of recognized credentials; reestablished RTAA; and reduced the waiver criteria, among other changes. Also the Trade Adjustment Assistance Extension Act of 2011 set the percentage of Health Coverage Tax Credit to 72.5 percent, to be applied retroactively to all TAA participants regardless of their petition number.

Trade and Globalization Adjustment Assistance Activity 2011

	Total	Change from 2010
Program Participants	787	- 22%
Participants Trained	546	- 25.5%
Training Allocation	\$5,814,205	+ 50.5%
Total ATAA/RTAA Participants	19	n/a

Veterans' Services Unit

The Veterans' Service program consists of Local Veterans' Service representatives and Disabled Veterans Outreach Program specialists who are prepared to assist veterans and eligible spouses in finding new careers and resources. The representatives and specialists are located at the Providence, Pawtucket, Woonsocket and West Warwick netWORKri Centers.

The primary duty of the local veteran service representatives is to conduct outreach to employers to assist employment-seeking veterans in obtaining employment. Responsibilities include:

- Conducting outreach to employers in order to assist veterans in obtaining employment;

- Providing seminars for employers and creating employment search groups for employment-seeking veterans; and
- Providing and facilitating employment and training.

The primary duty of the disabled veterans outreach program specialist is to provide intensive services to veterans. The specialist is skilled at quickly identifying veterans' barriers to employment, thereby ensuring that intensive services are

provided in obtaining and retaining suitable employment.

Responsibilities include:

- Providing intensive services to meet the employment needs of disabled and other eligible veterans; and
- Providing a full range of employment services to veterans with an emphasis on assisting veterans with economic and educational disadvantages

Veterans' Services 2011

	Total	Change from 2010
Total Veterans Served	2,309	- 3%

RI Works

RI Works is a partnership between the RI Department of Labor and Training and the RI Department of Human Services to provide intensive employment services to beneficiaries who receive cash assistance under the Temporary Aid to Needy Families (TANF) program. Those receiving cash benefits as well as Supplemental Nutrition Assistance Program (SNAP) benefi-

ciaries and non-custodial parents must participate in approved job

search activities to continue receiving such benefits.

RI Works Activity 2011

	Total	Change from 2010*
Total Referred (by Dept. of Human Services)	3,298	- 45%
Total Enrolled in Program	1,604	- 45%
Participated in at least 5 of 20 program days	1,068	- 57%
*Reductions in service levels correspond with eligibility changes made into law in 2011.		

Senior Community Service Employment

The Senior Community Service Employment Program (SCSEP) is a service- and work-based program for low-income persons aged 55 and older. In 2010, the RI Department of Labor and Training outsourced the SCSEP program to

SER Jobs for Progress, which provided day-to-day administration, such as recruitment and outreach, eligibility screening, enrollment assessment, Individual Employment Plans, follow-up, work site placement, monitoring and enrollee

recertification. Through SCSEP, enrollees are placed at work sites for up to 30 hours per week and are compensated with minimum wage. Work sites, which include faith-based organizations, senior

continued

SCSE, continued

centers, community action programs and community-based organizations, prepare participants for future unsubsidized unemployment. Participants usually stay in the program for two to three years before exiting into the workforce.

Eligible SCSEP applicants must reside in Rhode Island, be unemployed at the time of application and be a member of a family with an income not more than 125 percent of federal poverty guidelines. Priority is given to applicants over the age of 60, veterans and spouses

of veterans. Preference is given to limited English-speaking, minority applicants.

Youth Initiatives

The Youth Services Division oversees the alignment of the RI Youth Workforce Development System with the following goal, as defined in the Governor's Workforce Board Five-Year Strategic Plan: "Youth will take advantage of skill development opportunities that enable them to meet changing demand—for their own and for the state's future."

Therefore, the division's focus is to increase workforce development and educational outcomes for the emerging workforce, build the capacity and skill sets of youth service providers, engage business

in supporting youth employment and improve access for all youth in need of workforce development services.

In 2011, more than 7,500 youth ages 14 to 24 received workforce development services through 15 youth centers and 65 youth service providers. Of those served, 51 percent were considered at-risk clients, as they included youth who have disabilities; are pregnant or parenting; are involved with the juvenile justice system; are in or aging out of foster care and/or are homeless or runaway youth; are deficient in

basic skills; or have dropped out of school.

Services were provided in the following areas:

- Summer employment opportunities;
- Occupational skills training;
- Job coaching;
- Academics;
- Work experience;
- Leadership development;
- Adult mentoring;
- Job development;
- Work preparation; and
- Follow-up services.

Business Workforce Center

The Business Workforce Center, located in the ground floor of the RI Department of Labor and Training, offers the following employer services:

- Developing job orders;
- Coordinating recruitments and job fairs;
- Pre-screening applicants; and
- Facilitating contacts that help employers become or stay competitive (tax credits, on-the-job training and incumbent worker grants, WorkShare).

Representatives from the Business Workforce Center are the department's liaisons to the business community and simplify the process of doing business in Rhode Island. Because the Business Work-

force Center often serves as the primary employer outreach for the department, it also oversees such employer-centered initiatives as Rapid Response and tax credit programs

Business Workforce Unit Activity 2011

	Total	Change from 2011
Employers Served	2,418	+ 22%
Job Orders	3,617	+ 25%
Job Fairs and Recruitments	46	- 43%

Job Matching Workshops

As part of its ongoing outreach to area employers, the department's Business Workforce Center hosted free job matching workshops in the spring in its Cranston-based walk-in center.

The workshops included an introduction to the state's free online job-matching system, EmployRI.org, and demonstrated ways business could use employri.org to create and post job listings that incorporate industry-recognized descriptions to recruit properly qualified candidates. Representatives also discussed how the DLT Business Workforce Center could assist businesses in creating and implementing customized recruitment plans, including small-scale events through the local

netWORKri one-stop center and job fairs for larger businesses or business clusters.

During the workshops, representatives demonstrated the free online assessment tool, Prove It!, which can evaluate a candidate's working knowledge in numerous business-related competencies, including but not limited to specific financial, customer service, management and computer software skills. Lastly, representatives of the Business Workforce Center acquainted interested employers with a variety of training options, including information on free Metrix short-term online training modules and matching grant opportunities for on-the-job and customized training of new hires.



EmployRI Marketing Campaign

"Compare jobs and find yours at Employri.org, netWORKri's online career center"

—from the EmployRI radio campaign

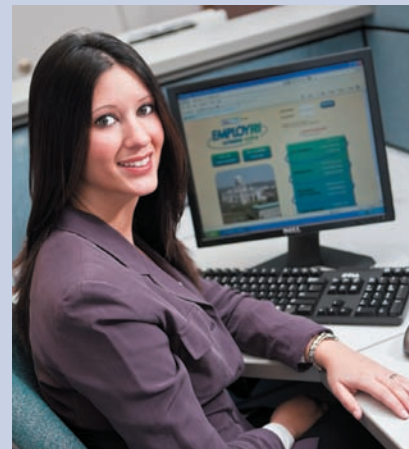
In the second quarter of 2011, the RI Department of Labor and Training launched a three-month multi-media campaign to promote its virtual one-stop, EmployRI.org. The objectives of the campaign included:

- Introducing computer-savvy job seekers to EmployRI free services
- Reminding job seekers who have already used EmployRI to continue or increase their use of online services

- Increasing EmployRI brand awareness among the community at large.

The campaign combined radio spots, mini-billboards, online newspapers and public transportation advertising to reach its target market: 25-54 year-old unemployed Rhode Islanders with internet access.

As a result of the campaign, the number of new EmployRI users rose 16 percent during the three-month campaign, compared to usage during the same time period in 2010. The numbers also showed a significant increase in new users from the first to the second quarter of 2011.



Rapid Response

The Rapid Response Program, administered by the Business Service Unit, proactively responds to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. The Rapid Response Unit works

with employers and employee representatives to maximize public and private resources quickly and to minimize disruptions associated with job loss. Rapid Response staff members conduct on-site services to disseminate information on accessing unemployment insurance

benefits, One-Stop Career Center re-employment services and training opportunities. Other on-site services include job fairs and customized re-employment workshops, such as résumé development and interviewing strategies

Rapid Response Activity 2011			
	Total	Change from 2010	
RI Companies	29	0 %	
Impacted Workers	1,478	- 16%	
Trade Certified Companies	6	- 60%	

A.J. Wright and Rapid Response

In early 2011, employer A.J. Wright laid off more than 800 workers from its distribution center in neighboring Massachusetts. The RI Department of Labor and Training used Rapid Response funding to make reemployment services and training available to the more than 180 RI residents impacted by the distribution center closure.

This reemployment training, created in partnership with Rhode Island College and community-based organization Progreso Latino, was designed to take into account and remediate barriers specific to this group of workers—namely low literacy levels, minimal English language skills and limited computer proficiency.

117 of these workers enrolled in a 20-hour per week program to improve their English and literacy levels and build job search skills. During this time, 13 workers reconnected with employment and another 22 left the program without completing the skills building portion of the remediation. Of the 82 remaining workers, 72 chose to enroll in occupational training to become home



photo courtesy of Gene St. Pierre, RIC

health aides, customer service representatives, certified nursing assistants, medical assistances, bookkeepers and cosmetologists. At this writing, those who enrolled in occupational programs are still participating in occupational training, which

averages between 10 and 12 months, depending on each participant's chosen career track.

Work Opportunity Tax Credit

Employers who hire individuals who are members of a designated target group may be eligible to receive a Work Opportunity Tax Credit of up to \$2,400 per individual. All new employees must work a minimum of 400 hours before an employer is eligible to claim this full tax credit. For employees working at least 120 hours but less than 400 hours, the credit allows a maximum tax credit amount of \$1,500.

In addition, employers may qualify for a tax credit up to \$4,800 for

each new disabled veteran hire and up to \$9,000 for each new long-term family assistance recipient who remains employed with the company for a minimum of two years.

In general, the target groups include qualified Temporary Assistance to Needy Families (TANF) recipients, some veterans, vocational rehabilitation service recipients, food stamp recipients, qualified ex-felons and Supplemental Security Income (SSI) recipients.

Qualifying employers must file IRS form 8850 and ETA form 9061 or 9062 with the Department of Labor and Training within 28 days of the employee's start date. The department must certify that there is documented evidence verifying that the individual qualifies in one of the targeted groups for employment categories. In 2011, 1,438 new employees were certified for the Work Opportunity Tax Credit

Foreign Labor Certification and Migrant Seasonal Farm Workers

The foreign labor certification process allows employers to bring foreign workers who are temporarily authorized by the U.S. Citizenship and Immigration Service to live and work in the United States on a temporary basis. However, before hiring a foreign worker, a busi-

ness must demonstrate its inability to fill the position with a qualified citizen at prevailing wages.

The RI Department of Labor and Training provides guidance to the employer in complying with U.S. Department of Labor regulations and requirements; offers training

on placing job orders through the EmployRI Internet system; reviews job orders for compliance with content requirements; and monitors the referral of U.S. workers

Labor Market Information

The Labor Market Information (LMI) Unit is responsible for collecting, analyzing and disseminating a wide variety of information on the condition of the Rhode Island economy. The unit's goal is to make the latest available information universally accessible to job seekers, employers, planners, policy makers, economists, government officials and other customers. LMI operates a number of programs in cooperation with the U.S. Department of Labor's Bureau of Labor Statistics and the Employment and Training Administration. These programs include:

Current Employment Statistics: A monthly survey which queries more than 1,500 RI businesses regarding workforce size, wages paid and hours worked.

Quarterly Census of Employment and Wages: This collaboration with the Bureau of Labor Statistics mines quarterly tax data for employment and wage data by in-

dustry, business location and business size.

Local Area Unemployment Statistics: This monthly program provides labor force, resident employment and unemployment estimates and unemployment rates for the state and sub-state areas, based on the Current Population Survey of Households.

Occupational Employment Statistics: This program provides industrial staffing patterns, occupational employment estimates and occupational wage rates, based on an annual survey of 2,000 employers.

Mass Layoff Statistics: This statistical program uses Unemployment Insurance data to identify, describe and track the effects of major job cutbacks on both a state-wide and national level.

Industry and Occupational Projections: Using a model that combines past trends with other forecasting data, these biennial

projections provide a 10-year window into Rhode Island's economic future.

The Labor Market Information Unit distributes a monthly Employment Bulletin newsletter in both print and electronic form to approximately 1,100 stakeholders and releases an electronic data update, entitled LMI Stat-Track, to a list-serve of 1,200 customers. LMI provides industry and occupational information as well as an employer database for EmployRI, the department's new interactive web site and virtual one-stop, to assist job seekers of all ages evaluate job openings, conduct employment searches and plan careers.

In addition to these communications vehicles, LMI staff provides overviews of current economic trends as well as training sessions for students, industry groups and education counselors and business associations in the proper use of labor market information.

Quick Facts on the Rhode Island Economy

	2010	2011
Total Labor Force	570,301	563,413
Number of Workers	503,576	500,014
Average Number of Unemployed	66,725	63,399
Average Unemployment Rate	11.7%	11.3%
Number of Jobs in RI Businesses	459,100	460,200

Unemployment Rate Calculations

Each month, Census Bureau workers interview persons in approximately 65,000 sampled households (1,300 located in Rhode Island) to obtain information on the labor force activities of all individuals living in the household. The interviewees answer a series of questions which result in the classification of each household member (16 or older) as employed, unemployed or not in the labor force. While the national unemployment rate is derived directly from data collected through this survey known as Current Popula-

tion Survey (CPS), sample sizes in each state are too small to provide reliable monthly estimates for the states directly. Therefore, all states including Rhode Island calculate their unemployment rates using statistical models developed by the U.S. Bureau of Labor Statistics. The models, which are based on historical trends, incorporate the number of jobs at businesses and current unemployment insurance claims data to refine the individual state estimates provided by the CPS survey.

Job Count Estimates

Approximately 1,500 RI employers, selected through a probability sample, are surveyed each month to determine the number of workers on their payrolls for the pay period including the 12th of the month. The weighted employer responses are incorporated into statistical models developed

by the U.S. Bureau of Labor Statistics. These models generate employment estimates for the state's major industries each month. Each year, the monthly job estimates are revised by benchmarking them to the employment data reported by all employers on their quarterly payroll reports.

LMI Publications

Rhode Island Employment & Wage Analysis

Rhode Island Employment & Wage Analysis by County

Rhode Island Occupational Wage Report

Rhode Island Employment Trends & Workforce Issues

Rhode Island Statistical & Fiscal Digest

Multiple Jobholders in the Ocean State

Union Membership in Rhode Island

State of the State: Profiles of Rhode Island Cities and Towns

More publications, as well as an LMI data center, are available online at www.dlt.ri.gov/lmi.

Workers' Compensation

Workers' Compensation insurance is a no-fault system which mandates that all RI employers with one or more employees maintain insurance coverage for the protection of their employees in the event of an earnings loss and/or medical expenses due to a work-related injury or illness. This insurance may be purchased through any licensed insurance agent, broker or insurance company offering Workers' Compensation insurance. A self-insurance program is also offered through the RI Department of Labor and Training for larger companies who meet established criteria.

Workers' Compensation Activity 2011		
	Total	Change from 2010
Injury Statistics		
Indemnity Injuries*	5,864	- 1.5 %
Non-indemnity Injuries	13,675	- 2%
Workers' Compensation Administrative Fund Reimbursements**		
Requests for Reimbursement	1,204	- 9%
Total Reimbursements	\$2,213,000	+ 13%
Self-Insured Employers Certified	30	0%
*Indemnity injuries are those that receive weekly compensation. **Reimbursement requests are limited to statutory restrictions.		

The Workers' Compensation Division monitors procedures and payments made by insurance carriers, provides rehabilitative services to

injured workers and responds to compliance and fraud issues.

Workers' Compensation Computer System

In 2011, a new computer system became operational in the Workers' Compensation Division which provided more comprehensive and user-friendly functions that have saved staff time and improved efficiency.

Previously, when workers' compensation policies were reported as cancelled or non-renewed, a staff investigator would have to open a case and search in multiple locations within the exist-

ing computer system to identify active coverage. Now, with the new system, the computer automatically handles these queries without investigator intervention. Investigations are only generated when the computer system does not find existing coverage. This change has reduced employer investigations by half—from approximately 5,000 in 2010 year to approximately 2,500 in 2010.

The new computer system also enables the public to search the system for coverage through the department's web site. The system also allows public searches for independent contractors, and, in the future, will allow independent contractors to file online.

Education Unit

The Workers' Compensation Education Unit instructs interested parties on workplace safety and Workers' Compensation benefits and procedures. The unit is non-regulatory, and all services are offered at no charge.

Unit representatives outreach to employers, employee groups and medical professionals, offering employer education workshops and on-site consultations regarding their Workers' Compensation rights and obligations.

Other services include guidance in establishing safety committees, a telephone information line and an extensive training video lending library.

Education Unit Activity 2011		
	Total	Change from 2010
Telephone Calls to Information Line	3,116	+ 4%
Telephone Calls in Spanish	147	- 4%
E-mails to Education Unit	249	- 11%
Walk-Ins	145	n/a
Off-site Medical Staff Consultations	30	+ 100%
Off-site Employer Consultations	15	0%
Off-site Insurer Consultations	6	n/a

In addition, the Education Unit staff members provide employers with information on Workers' Compensation rights and responsibilities every year at the annual Business Expo and at the

Beacon Mutual Safety Expo. More information may be found at www.dlt.ri.gov/wc/edunit.htm or by calling (401) 462-8100, option #1.

Fraud and Compliance Unit

The Fraud and Compliance Unit detects, prevents and refers for criminal prosecution any suspected fraudulent Workers' Compensation activity. The unit also ensures employer and insurer compliance with the requirements of the Workers' Compensation Act.

Once a lack of coverage complaint is registered with the Fraud

and Compliance Unit, an investigator is assigned to the case, and the company involved is contacted. If an investigation reveals that an employer does not have the necessary Workers' Compensation insurance, the employer may be fined up to \$1,000 for each day of non-compliance. Companies where an injury occurs during an uncovered

period, that are repeat offenders or that intentionally failed to have workers' compensation insurance, may be subject to criminal penalties through the Workers' Compensation Court in Providence.

More information may be found at www.dlt.ri.gov/wc/fraud.htm or by calling (401) 462-8100, option #7.

Fraud and Compliance Activity 2011			
		Total	
Investigative Inquiries *		2,684	
Lack of Insurance Investigations*		2,641	
Carrier Failure to Report Investigations*		14	
First Report Penalty Investigations*		n/a	
Fraud Investigations*		29	
Penalties Collected		Total	Change from 2010
From Employers Without Proper Workers' Compensation Coverage		\$87,476	+ 12%
From Insurers		\$2,750	+ 267%
Late First Report Filing Penalties		\$1,500	+ 500%
Employees Who Filed to Waive WC Rights		1,732	- 4%
Filing Fees for Waivers		\$8,600	n/a
Independent Contractor Filings		6,339	- 4%
Criminal Cases Referred to Attorney General		4	+ 33%
Court Ordered Restitution		\$17,000	- 34%
"Stop Work" Orders		84	+ 15%
* Investigative inquiries dropped 55% in 2011, due to implementation of a new computer system that was able to automate many functions previously requiring investigator involvement.			

Donley Rehabilitation Center

The Dr. John E. Donley Rehabilitation Center was established under Section 28-38-19 of the RI Workers' Compensation law to provide rehabilitation programs to RI injured workers. Donley Center services include physical and occupational therapy, psychological counseling, aquatic therapy, work hardening (the simulation of the physical demands of the job), and vocational counseling. In 2011, 71 percent of the injured workers admitted to the Donley Center had a date of injury six months or older, with 46 percent of the admissions having a date of injury over one year, and 20 percent having a date of injury over two years. This represents a chronic population that is particularly challenging to return to work and, as research suggests, is best treated with a multidisciplinary approach, such as afforded by the Donley Center. In 2011, the new computer system enabled a more detailed analysis of treatment outcomes; however, due to new metrics, the Return-to-Work percentage ceased to be comparable to previous years' statistics.

In 2011, 27 percent of all injured workers discharged from the Donley Center returned to work, and an additional 19 percent achieved a therapeutic endpoint with a functional level consistent with return to work. The remaining discharged injured workers did not achieve a return-to-work level for several reasons including:

- Admission for evaluation only – 17%
- Noncompliant with treatment – 10%
- Lack of progress, resulting in return to physician – 13%
- Unable to complete program, due to non-injury-related medical problems – 6%

Vocational services are offered when an injured worker does not

have a job to return to upon completion of their multidisciplinary rehabilitation. Vocational services go beyond traditional vocational counseling to include daily job clubs, job seeking skills workshops, and basic computer skills to prepare an injured worker for an independent job search in today's online job market. In 2011, the number of injured workers seeking only vocational services remained consistent with the previous year. Fourteen percent of injured workers receiving only vocational services found new jobs, and 36 percent were discharged having completed the skills necessary to continue an independent job search.

Donley Rehabilitation Activity 2011

	Total	Change from 2010
Admissions	986	- 6%
Referrals	1,219	+ 3%
Percentage of Clients, from Injury to Admission > Three Months	87%	
Percentage of Clients, from Injury to Admission > Six Months	71%	
Percentage of Clients, from Injury to Admission > One Year	46%	

Workforce Regulation and Safety

The Workforce Regulation and Safety Division is charged with enforcing the safety laws that protect the RI workforce, including:

- Fair collection of wages
- Child labor laws

- Safety in public buildings
- Trade licensing
- Apprenticeship training
- Hazardous substance exposure
- Weights and measures
- Prevailing wage laws

This is accomplished through licensing, inspection programs, educational programs and labor law enforcement.

Labor Standards

The Labor Standards Unit enforces workplace laws and ensures that employees receive the benefits due them. Labor Standards investigates wage complaints involving minimum wage, payment of wages, overtime, Sunday/holiday premium pay and vacation pay upon termination, as well as child labor, parental and family medical leave and industrial homework. The unit also enforces record-keep-

Labor Standards Activity 2011		
	Total	Change from 2010
Total Claims Filed	531	+ 14%
Claims Closed	389	+ 95%
Claims in Process	142	- 46%

ing requirements. Labor Standards offers services to the approximately 32,000 employers in the state, educating them on compliance with labor laws, before violations occur

through speaking engagements, telephone calls and emails

Professional Regulation

The Professional Regulation Unit is responsible for the monitoring and enforcing of prevailing wage and safety laws, as well as testing and licensing a number of technical professions.

RI General Law 37-13 mandates that any contractor awarded a bid on a public works construction project of more than \$1,000 must pay prevailing wage rates. During 2011, 20 prevailing wage cases were filed with the Prevailing Wage Section. The total amount of back wages collected for employees in 2011 was \$148,075.42, and the total amount of penalties collected by the Prevailing Wage Section was \$139,480.11.

Prevailing Wage Activity 2011		
	Total	Change from 2010
Total Cases Filed	20	- 31%
Back Wages Awarded	\$148,075	- 22%
Penalties Collected	\$139,480	-21%

The Trade Licensing Section licenses 30,413 technical professionals, many with multiple licenses. It also monitors and enforces trade laws pertaining to electricians, hoisting engineers, pipefitters, refrigeration technicians, sprinkler fitters, plumbers, sheet metal workers and telecommunications technicians.

Professional Regulation boards include:

- Board of Examiners of Hoisting Engineers
- Board of Examiners of Electricians
- Board of Examiners and Licensing of Telecommunications System Contractors, Technicians and Installers
- Board of Examiners of Plumbers
- Mechanical Board
- Safety Awareness Board

Trade Licensing Activity 2011

	Total	Change from 2010
Examinations Performed	2,812	- 8 %
Total Licenses (issued or renewed)	30,413	+ 4%
Electrician	8,053	- 1%
Hoisting Engineer	9,578	+ 7%
Pipefitter, Refrigeration Technician, Fire Protection Sprinkler Fitter, Sheet Metal Worker	6,721	+ 3%
Telecommunication	2,719	+ 7%
Plumbers and Irrigators	2,415	+ 3%
Burglar Alarm	927	+ 14%

State Apprenticeship Council

The State Apprenticeship Office regulates and safeguards apprenticeships in the licensed trades and fosters open communication among the RI Department of Labor and Training, State Apprenticeship Council, industry and educational

institutions. Support for these programs assures the future of a skilled workforce by directing qualified individuals toward various apprenticeship programs that can lead to high-paying, high-demand careers.

In 2011, the State Apprenticeship Office oversaw 603 apprenticeship programs, 1,456 individual agreements, and 410 apprentices completed their program

Occupational Safety

The Occupational Safety Unit directs, coordinates and enforces the lawful inspection of the safety of boilers and elevators, the lawful storage and handling of hazardous substances and the accuracy of weights and measures within the state's business establishments. Inspections are synchronized with local government requirements that reinforce a safe atmosphere for the public.

The **Elevator Section** inspects and assesses all elevator devices in the state, issuing licenses to companies and their employees who engage in the installation, construction, servicing, repair or

modernization of elevator devices. Elevator devices include:

- Escalators
- Wheelchair lifts
- Material lifts
- Vertical reciprocating conveyors
- Other means of vertical transportation

The Elevator Section also certifies the safety of new installations, construction sites and repairs, and decommissions devices when they are no longer safe to operate.

continued

Elevator Activity 2011

	Total	Change from 2010
Certificates of Operation	2,231	- 22%
Inspections	3,124	- 4%
Permits for New Installations	193	+ 7%

Occupational Safety, continued

The **Boiler Section** inspects and assesses all pressure vessels in the state, certifying that all new installations, reconditioned vessels, re-

pairs and hydrostatic testing meet all safety codes. The Boiler Section partners with numerous state, city and town agencies to coordinate programs, mandates, licensing re-

quirements, inspection procedures and enforcement measures to further educate and inform the public.

Boiler Activity 2011		
	Total	Change from 2010
Certificates of Operation	8,496	+ 8%
Inspections	10,889	+ 19%
Permits for New Installations	242	+ 45%

New Boiler Inspection Regulations and Reduced Fees

In the Fall of 2011, the RI Department of Labor and Training Occupational Safety Unit ceased to require inspections of more than 3,400 low-pressure water heaters in over 3,000 businesses. Under the new regulations, businesses with low-pressure boilers and vessels subject to inspection include only the following places of public assembly:

- Public, private, parochial or charter schools
- Family child care, group child care, and child day care centers
- Public and private hospitals as well as ambulatory care facilities and residential treatment facilities

- Nursing homes, assisted living residences, adult day care and hospice in-patient facilities
- Boarding homes for renters and lodgers
- Places of worship
- Any public buildings owned, leased or controlled wholly or partially by the state or its agencies

This followed action earlier in the year, when the department reduced the cost to inspect low-pressure vessels from \$120 to \$60 and the cost to inspect unfired pressure vessels from \$90 to \$45, in an attempt to minimize costs to small business. The new regulations represents a



cost savings of more than \$200,000 to exempted business under the current fee structure and a cost savings of more than \$400,000 under the earlier fee structure.

The **Right-to-Know Section** inspects and assesses all businesses with employees who are exposed to hazardous substances or businesses that store hazardous substances on the premises. The training and education of employers and employees in safety practices is an ongoing function. It is mandatory that each RI business submit a list of hazardous substances to the Occupational Safety Unit and to the local fire department.

Right-to-Know Activity 2011		
	Total	Change from 2010
Employers Registered	9,060	0%
Inspections	80	+ 100%

Each month, new employers in the state are notified of the Right-to-Know law and receive an informational packet to assist them in understanding the law.

The **Safety Compliance Section** inspects and assesses all school buildings, both public and private, on an annual basis. Additionally, all state, city and town buildings are under the jurisdiction of this section.

2011 Annual Report

Complaint and accident investigations are triggered upon incident or request. Public sector employers are required to keep occupational safety injury and illness records.

Policies relating to respiratory standards, confined space, blood-borne pathogens and chemical hygiene plans are constantly under

revision with the input of other departments and schools.

The **Weights and Measures Section** inspects and assesses all gasoline measuring systems and measuring devices used in retail/wholesale establishments; it also licenses all oil dealers. To properly calibrate such measuring devices,

sealers receive certification after completion of highly technical course training requirements. There are 21 state-appointed sealers and 18 city/town-appointed sealers.

Legal Services

The Legal Division is a full-service law office within the Department of Labor and Training, serving the legal needs of the department. The division represents the department in court proceedings and administrative hearings. It maintains a working relationship with the Department of Administration. It also counsels staff on state and federal laws as they influence the department's activities. This includes advising on legal matters; rendering written and oral legal opinions; appearing before various courts, boards and commissions; attending board meetings in an advisory capacity; reviewing, advising on, and drafting legislative and regulatory material; and serv-

ing as hearing officers. It assists the director in the appointment of mediators and/or arbitrators in certain labor matters. The Legal Division monitors civil prosecutions of benefit overpayment cases in District and Superior Courts and initiates criminal prosecutions of unemployment compensation fraud cases in Superior Court. The Legal Division also initiates civil prosecutions of Lack of Insurance (LOI) cases in the Workers' Compensation Court, routinely bringing in revenues in the form of penalties against uninsured employers. In 2011, the division filed 44 LOI petitions and obtained Court Orders totaling \$52,589.44, of which \$43,000 has thus far been collected.

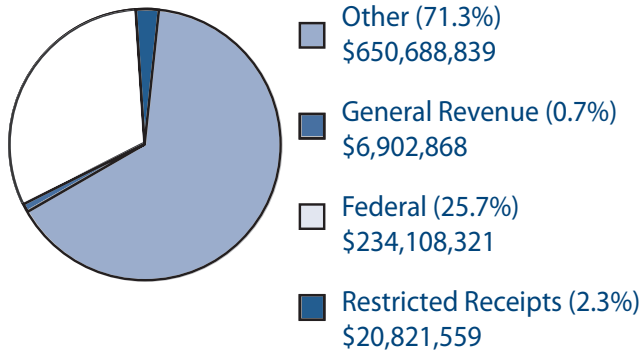
The Legal Division represents the department in the following areas: motions to quash filed in all state courts when subpoenas for confidential department records are served; objections to court-ordered counsel fees; hearings before the Board of Review; appeals to the District Court from the Board of Review; appeals under the Administrative Procedures Act; and all stages of labor relations/personnel cases (grievances, arbitrations, Personnel Appeal Board, Labor Relations Board and Human Rights Commission).

Legal Activity 2011		
Type of Case	Number of Cases	Amount Collected
Workers' Compensation (Lack of Insurance)	44	\$87,476
Labor Standards	59	\$69,891

Fund Expenditures

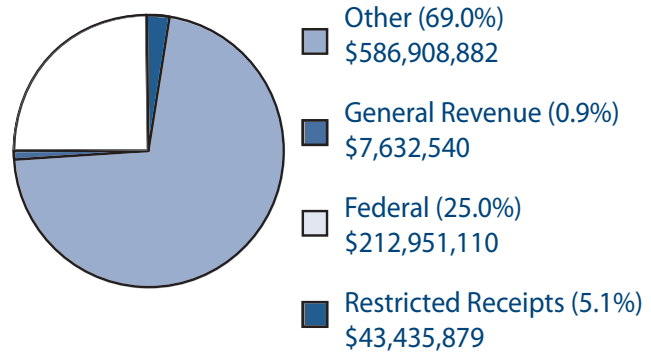
Actual Expenditures by Fund Fiscal Year 2011

Department Total \$912,521,587



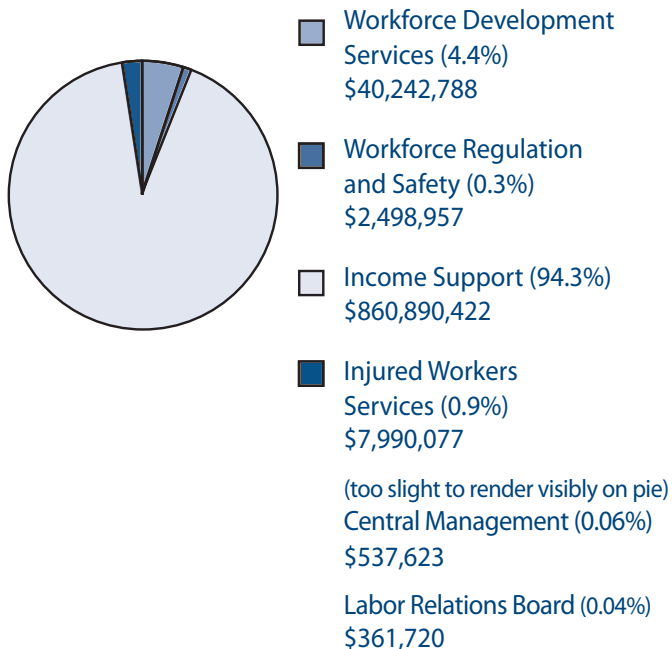
Budgeted Expenditures by Fund Fiscal Year 2012

Department Total \$850,928,411



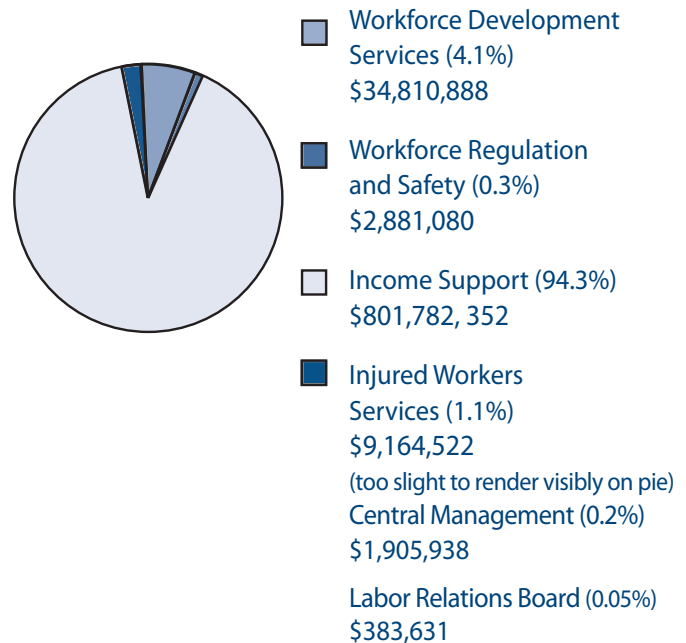
Actual Expenditures by Program Fiscal Year 2011

Department Total \$912,521,587

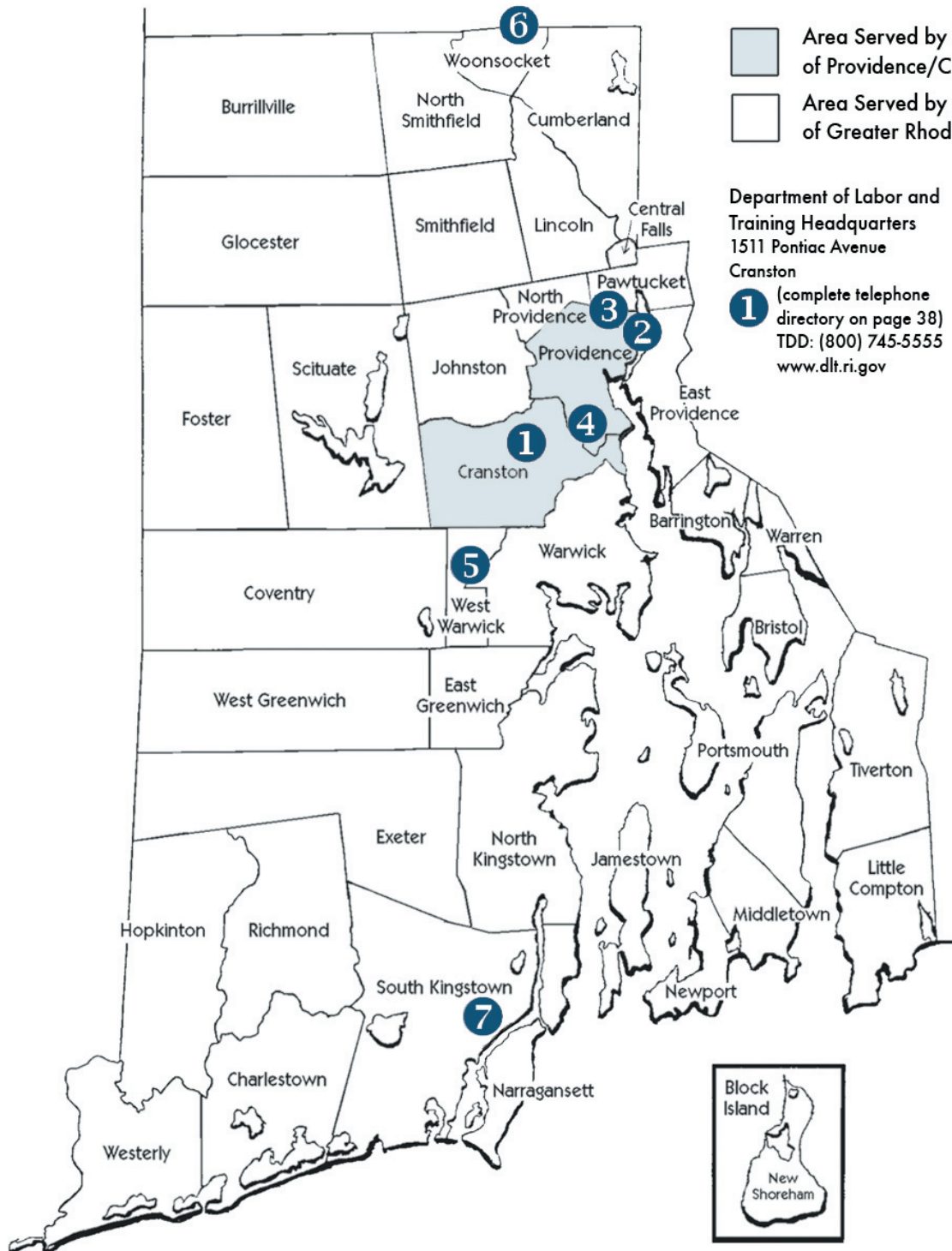


Budgeted Expenditures by Program Fiscal Year 2012

Department Total \$850,928,411



Office Map



Department of Labor and Training Headquarters
1511 Pontiac Avenue
Cranston

1 (complete telephone directory on page 38)
TDD: (800) 745-5555
www.dlt.ri.gov

Dr. John E. Donley Rehabilitation Center
249 Blackstone Blvd
Providence

2 tele: (401) 243-1200
fax: (401) 222-3887
www.dlt.ri.gov/donley

netWORKKri Career Centers
www.netWORKKri.org

Pawtucket netWORKKri
175 Main Street

3 tele: (401) 721-1800
fax: (401) 721-1890

Providence netWORKKri
One Reservoir Avenue

4 tele: (401) 462-8900
fax: (401) 462-8947

West Warwick netWORKKri
1330 Main Street

5 tele: (401) 828-8382
fax: (401) 826-8991

Woonsocket netWORKKri
219 Pond Street

6 tele: (401) 235-1201
fax: (401) 235-1228

Wakefield netWORKKri
4808 Tower Hill Road

7 tele: (401) 782-4362
fax: (401) 782-4351

Departmental Directory

Unit	Phone*	Web Address	E-Mail Address
Business Affairs	462-8140		businessaffairs@dlt.ri.gov
Executive Office	462-8870		office@dlt.ri.gov
Legal Counsel	462-8890		legal@dlt.ri.gov
Marketing and Public Relations	462-8810		marketing@dlt.ri.gov
Labor Market Information	462-8740	www.dlt.ri.gov/lmi	LMI@dlt.ri.gov
Police and Fire Unit	462-8855		
Temporary Disability Insurance	462-8420	www.dlt.ri.gov/tdi	TDI@dlt.ri.gov
Fraud Unit	462-1522		ui-tdi-fraud@dlt.ri.gov
Unemployment Insurance (UI)	462-8400	www.dlt.ri.gov/ui	UnemploymentInsurance@dlt.ri.gov
Benefit Accuracy Measurement	462-8610		UnemploymentInsurance@dlt.ri.gov
Benefit Charge	462-8015		UnemploymentInsurance@dlt.ri.gov
Call Center	243-9100		
Central Adjudication	462-8300		UnemploymentInsurance@dlt.ri.gov
Central Overpayment	462-8010		UnemploymentInsurance@dlt.ri.gov
Crossmatch	462-8510		UnemploymentInsurance@dlt.ri.gov
Fraud Unit	462-1522		ui-tdi-fraud@dlt.ri.gov
TDD	243-9149		
Workshare	243-9177		UnemploymentInsurance@dlt.ri.gov
Workers' Compensation	462-8100	www.dlt.ri.gov/wc	WCEdcUnit@dlt.ri.gov
Donley Rehabilitation Center	243-1200	www.dlt.ri.gov/donley	WCEdUnit@dlt.ri.gov
Education Unit	462-8100		WCEdcUnit@dlt.ri.gov
Fraud and Compliance	462-8100		WCFraud@dlt.ri.gov
Workforce Development	462-8800	www.dlt.ri.gov/wfds	WDS@dlt.ri.gov
Adult and Dislocated Workers	462-1407		WDS@dlt.ri.gov
Business Workforce Center	462-8710		ESU@dlt.ri.gov
Foreign Labor/Migrant Seasonal	462-8800		WDS@dlt.ri.gov
Jobs Network	1-888-616-JOBS		
netWORKri	462-8800	www.netWORKri.org	WDS@dlt.ri.gov
Rapid Response	462- 8724		ESU@dlt.ri.gov
Trade Adjustment Assistance	243-9166		WDS@dlt.ri.gov
Veterans' Services	462-8800		WDS@dlt.ri.gov
Work Opportunity Tax Credit	462-8717		WDS@dlt.ri.gov
Workforce Investment Office	462-8780		SWIO@dlt.ri.gov
Workforce Regulation and Safety	462-8580	www.dlt.ri.gov/wrs	
Labor Standards	462-8550		LaborStandards@dlt.ri.gov
Occupational Safety	462-8570		OccuSafe@dlt.ri.gov
Professional Regulation	462-8580		ProfRegs@dlt.ri.gov
Weights and Measures	462-8580		OccuSafe@dlt.ri.gov

* All telephone numbers are within Rhode Island's 401 area code.



Administrative Offices: 1511 Pontiac Avenue • Cranston, RI 02920-4407

(401) 462-8000 • RI Relay 711 • www.dlt.ri.gov

Auxiliary aids and services are available upon request to individuals with disabilities.

Governor Lincoln D. Chafee • Director Charles J. Fogarty

An Equal Opportunity Employer

